

OBSERVATION REPORT #107

KPMG Consulting has identified that Verizon-NJ appears to be using incomplete disposition and cause codes when processing ADSL Line Sharing circuit trouble tickets.

Background

KPMG Consulting conducted a Quality of Installation test for ADSL Line Sharing orders. This test was accomplished by identifying all completed Verizon Line Sharing orders between January 1st and February 28th of this year. It should be noted that for Verizon, Line Sharing orders at the time of this test did not contain any orders from their soon to be affiliate, VADI¹ and, therefore, the orders to be observed were exclusively from DLECs other than VADI.

KPMG Consulting selected a statistical random sample of 140 orders from the base of orders that were identified. KPMG Consulting requested that Verizon provide the trouble histories² for each of these 140 orders. Verizon's response identified orders with trouble histories.

Issue

An analysis of the trouble histories and associated disposition and cause codes³ including the remarks or narrative sections for the 21 orders indicates that Verizon technicians are not consistently following the Maintenance Process as described in Section V, NOCIL 00006-021, issue #2, effective date 09/25/00. There were 19 reports where KPMG Consulting was not able to determine responsibility based on disposition, cause or remarks that did not include "trouble found/action taken". Two issues made attributing responsibility problematic:

1. Incomplete use of Disposition and Cause codes: A number of undefined codes appeared in the history data Verizon supplied.
2. Incomplete, missing, or insufficient narrative information, which in many cases failed to include the remarks, prescribed in the Methods & Procedures M&P for Line Sharing.

¹ Verizon ADSL Inc., VADI, has not been legally established yet in New Jersey, while it has in other Verizon jurisdictions. Verizon NJ is considering its own ADSL orders as retail orders until VADI is established.

² A trouble history for a subscriber's line is a running log of associated troubles, probable causes for each trouble (cause Code) and location of where the trouble was repaired (disposition code).

³ The disposition and cause codes and explanations used were those published in the CLEC's Handbook at the Verizon website for Verizon South.

Listed below are installation orders that generated trouble tickets and qualified as “I-Code” trouble reports. The tickets containing undefined, inaccurate or insufficient information include:

TR#/CTR	Disposition code	Cause code	Remarks Must Include Trouble Found/Action Taken
1. UN000278/NJ4	532 – PROTECTOR	301 – PLANT EQUIP	CIRCUIT WIRED PER FOMS ... TESTED GOOD (INSUFFICIENT)
2. UN000238/NJ4	1232 (UNDEFINED)	216 – CLEC	BLOCK STENCILED WRONG ... CIRCUIT NOW WIRED.
3. UN000405/NJ4	1232 (UNDEFINED)	216 - CLEC	BLOCK STENCILED WRONG (INSUFFICIENT)
4. UN000300/NJ4	1232 (UNDEFINED)	216 - CLEC	WIRING ON SPLITTER. PORTS SUSPENDED FOUND DEFECTIVE (INSUFFICIENT)
5. UN000361/NJ4	1221- EQUIPMENT	216 - CLEC	COOP TESTED ... OK 2 CL ND VNDR MT
6. UN000247/NJ4	1232 (UNDEFINED)	216 – CLEC	NTF; CKT LVG OK @ CP; LEFT VMS MESS ...
7. UN000423/NJ4	1238 (UNDEFINED)	698 (UNDEFINED)	NTF TESTED WITH NATHAN
8. UN000067/NJ4	1221 EQUIPMENT	216 - CLEC	SHTS & TONE TEST ON LINE SHARING (INSUFFICIENT)
9. UN000533/NJ4	1221 EQUIPMENT	216 - CLEC	CANNOT SYNCH FROM SPLITTER (INSUFFICIENT)
10. UN000135/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	NO SYNC FROM CO_LOC WK WITH CLEC (INSUFFICIENT)

Listed below are additional installation orders that generated trouble tickets but did not qualify as “I-Code” reports. The tickets containing undefined, inaccurate or insufficient information include:

TR#/CTR	Disposition code	Cause code	Remarks Must Include Trouble Found/Action Taken
1. UN000275/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	WIRED PER FOMS LFT VC ML
2. UN000224/NJ4	EXCLUDED		CANCEL TKT REFER'D TO NATHAN SO PUSHED OUT
3. UN000154/NJ4	1232 (UNDEFINED)	216-CLEC	NO TONE @ SPLITTER / AMY @ ACI
4. UN000277/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	TN ORD NEVER COMP, S/W NATHAN ADV S/W TISOC
5. UN000039/NJ4	EXCLUDED		NO RMKS (INSUFFICIENT)
6. UN000034/NJ4	EXCLUDED		NO RMKS (INSUFFICIENT)
7. UN000493/NJ4	0923 (INACCURATE)	698 (UNDEFINED)	WIRED OK DT LEAVING ON CORRECT PORT LFT MESS
8. UN000164/NJ4	1239 (UNDEFINED)	698 (UNDEFINED)	NTF (INSUFFICIENT)
9. 908 464 6019	0923 (INACCURATE)	698 (UNDEFINED)	NTF WIRED /SYNC OK LFT VMS2 SCOTT

Assessment

Failure to use proper coding prevents Verizon from being able to identify trouble report trends. When Verizon is unable to identify trouble trends it prevents process improvements, which would allow for better service to the CLECs.

This observation report is for discussion purposes only and is subject to change without notice.